



Active Duty Family Members: Traveling With Prime

TEO FS-3

"Your Passport to Quality Health"

Fact Sheet

Whether you choose TRICARE Prime or Standard during your time in Europe, your TRICARE benefit is available to you no matter where you go. However, Prime enrollment protects you even further by ensuring you get priority care at all U.S. military treatment facilities (MTF) worldwide. Prime will also help you manage your medical bills when you're traveling.

The following are some of the circumstances in which you, an active duty family member enrolled in Prime, may find yourself while you're away from home. If you are active duty military, remember that you must have Service preauthorization before seeking civilian medical care, unless it is an emergency.



Traveling Overseas

If you require emergency medical care while on vacation, seek care at the nearest military treatment facility. If you aren't certain where to go, contact the nearest TRICARE Service Center (TSC) for referral to a host nation provider or seek care at the nearest emergency room, hospital or clinic (your TRICARE Europe Prime ID card lists contact numbers in Europe). In all cases, you must contact your servicing TRICARE

Service Center as soon as possible — preferably before care is rendered or immediately afterward if this is not possible. This is essential to make sure your claims are processed correctly. **Remember that pre-authorization is required for any non-emergency civilian care received overseas.** Claims submitted without an authorization will be paid at what is called the "point-of-service rate," which means you may end up paying a very high deductible and cost-share.

Contact your servicing TSC for more details on this. If you incur a charge for civilian medical care, retain the itemized statement and any medical documentation and submit the claim to Wisconsin Physicians Services (WPS) at:

TRICARE Europe
WPS — Foreign Claims
P.O. Box 8976
Madison WI 53708-8976

If you are referred to a member of the Preferred Provider Network, the provider should submit your medical bills directly to WPS. Claims for authorized civilian care will be 100% paid, with no cost-shares, co-pays, or deductibles — provided it is a covered benefit.

Traveling In The States

If you need emergency medical care when traveling in the U.S., you are not required to seek authorization for care. Go to your nearest military or civilian emergency room. If it is not an emergency, we recommend you wait until you return home to receive care. If you cannot wait, take the following steps:

- Go to the nearest MTF. If there is no local MTF, call one of the toll-free numbers on the reverse page to find out if there is a TRICARE network provider located near you.
- If there is none, make sure the civilian provider accepts the TRICARE/CHAMPUS allowable charges as payment in full, otherwise, you may be responsible for the charges above the allowable. If you find yourself in this situation, contact the nearest TRICARE office for assistance.
- The provider may file the claim for you, or you may be expected to pay first and then file the claim for yourself. In either case, all claims for family member care in the U.S. should be mailed to WPS (see address above).

Outside The Region — Over 60 Days

If you will be traveling to the states for a visit that exceeds 60 days, you should contact your servicing TSC to request a transfer of your Prime enrollment to the region in which you will be staying. When you arrive at your destination, you must contact the gaining TSC to ensure your enrollment is transferred. A TRICARE representative will provide you with an information packet that includes where to send your claims as well as information on the local civilian provider network. Once you return to Europe, you must contact your TSC again to ensure your Prime enrollment is transferred back.

Children Attending U.S. Schools

Children of active duty members assigned overseas who attend school or college in the U.S. must transfer their Prime enrollment to the TRICARE region where the school is located. If TRICARE Prime is not available in this area, these family members must disenroll

from Prime and revert to TRICARE Standard coverage. Students or other family members may enroll in TRICARE Europe Prime if they live with their command-sponsored, overseas-assigned active duty sponsor for an extended period of time. When students return to school in the U.S., they outprocess with their servicing European TSC and return to the coverage they had in the states (either Prime or Standard). Contact your TSC for more information.

Note: Children of retirees who are enrolled in TRICARE Prime in the states but attend school or spend their summers (over 60 days) in Europe with their retired sponsor should have their sponsor notify their servicing TSC to disenroll. TRICARE Prime is not available to retirees and their families in Europe.

Family Member Visits

If a family member is enrolled in TRICARE Prime in a CONUS region and will be staying in Europe for less than 30 days, they may remain enrolled in Prime in their current region. However, they must have authorization from their PCM for anything other than emergency care or face a point-of-service charge for any civilian medical care.

TRICARE Key Contacts

TRICARE North.....1-877-TRICARE

Connecticut, Delaware, the District of Columbia, Illinois, Indiana, Kentucky, Maine, Maryland, Massachusetts, Michigan, New Hampshire, New Jersey, New York, North Carolina, Ohio, Pennsylvania, Rhode Island, Vermont, Virginia, West Virginia and Wisconsin.

TRICARE South1-800-444-5445

Alabama, Arkansas, Florida, Georgia, Louisiana, Mississippi, Oklahoma, South Carolina, Tennessee and the eastern portion of Texas.

TRICARE West1-888-TRIWEST

Alaska, Arizona, California, Colorado, Hawaii, Idaho, Iowa, Kansas, Minnesota, Missouri, Montana, Nebraska, Nevada, New Mexico, North Dakota, Oregon, South Dakota, the western portion of Texas, Utah, Washington and Wyoming.

TRICARE Overseas.....888-777-8343

TRICARE Europe, TRICARE Pacific, TRICARE Latin America & Canada

DEERS

TRICARE is only available to sponsors and family members who are registered in the Defense Enrollment Eligibility Reporting System (DEERS). Maintaining eligibility in DEERS is the key to ensuring access to health care for sponsors and their family members.

Use the following contact information to update your DEERS information:

DEERS Support Office ATTN: COA
400 Gigling Road
Seaside, CA 93955-6771
Hours of operation: 0600-1530, Pacific Time, M-F
Phone: 1-800-538-9552 Fax: (831) 655-8317
Email: addrinfo@osd.pentagon.mil
Online: www.tricare.osd.mil/DEERSAddress/



Note: These toll-free numbers are not free when dialing from overseas. However, you can contact a stateside base operator via DSN and ask them to place the number toll-free.